

MAKE-UP POLICY & PROCEDURES

SCHOOL YEAR MAKE-UPS - Each student is eligible for a maximum of two (2) scheduled make-up classes per month during the school year for classes cancelled with the office no later than NOON the day PRIOR to the absence. Please notify us as soon as you know your student will be absent. Make-ups can be done prior to missing the class but must be completed within a month of the date of each absence. Any absences beyond 2 per month can be made up as a "same-day make-up" (see Same Day Make-ups below).

SUMMER MAKE-UPS - During June, July and August, we allow unlimited make-ups for classes cancelled the day before by NOON, but require that ALL make-ups for summer absences be completed by the end of August. If you are going to miss a significant amount of class time in the summer, we recommend that you notify the office as early as possible in the months prior to summer so that you can do as many make-ups as possible before your absences. This will offer you the best opportunity to reschedule your missed summer classes.

Make-ups may only be done while a student is enrolled.

Please make every effort to attend your regularly scheduled class. Should you need to miss a class, please follow the guidelines listed below.

TO BE ELIGIBLE for a SCHEDULED MAKE-UP CLASS absences must be called in on an Absence/Make-up form turned in **NO LATER THAN NOON the day BEFORE the class**.

- Please call (415) 759-5757 to leave a message (voicemail 24 HR) or speak with someone directly, OR fill out an Absence/Make-up form at the front desk in your classroom and drop it in the black box.
- Please make sure to leave your student's full name, class day, time and studio, and SPECIFIC AVAILABILITY for make-ups along with the dates of absence. We ask that you provide at least 2 days of the week as options. We will call you to confirm as soon as space becomes available at one of your requested times.
- Students may make up a class PRIOR to the absence and have four (4) weeks from the date of each absence to make up a cancelled class. After four weeks, the scheduled make-up is forfeited but you may still call in for a "same day make-up" (see next section on Same Day Make-ups).
- Once a make-up is scheduled, it cannot be rescheduled, so please be certain that the date, day and time you accept will work for you.
- If you do not provide make-up availability we are not able to schedule for you. Please make sure to submit your availability so we have an opportunity to schedule your make-ups before they expire.

LATE CANCELLATIONS (absences called in AFTER 12:00 noon the day before the class) for illness, emergency or any other reason are not eligible for a regular scheduled make-up. You may still make up a late cancelled class but you must call the office to check availability on a same-day basis. We call these "**Same Day Make-ups**".

- Should you wish to make up a late cancelled class, or a 3rd or 4th absence from the month, please call (415) 759-5757 at NOON or AFTER on the weekday you'd like to come in and specify that you are calling about a same day make-up. Anything we have available for the current day, you are welcome to take. To check for Saturday same day make-ups, call the office after 12 PM on Friday as our office is closed on Saturday.
- Same day make-ups do not expire but the office does not keep track of them. It is an honor system. You may call in as often as you like until you are able to make-up missed time for late cancellations or 3rd/4th absences.

CANCELLATION of ENROLLMENT / DISCONTINUING CLASSES

Please notify our office no later than the 10th of the month if your child will not be continuing classes the following month. This allows us ample time to suspend your payment (if paying by credit/debit card), withdraw your student, and process enrollment for a new student. If sufficient notice is not given, you are responsible for payment for the following month, but will be given full credit for your payment. If your child cannot attend his or her regularly scheduled class the following month, you may 1) have a credit on file for when the student re-enrolls, 2) transfer the credit to a sibling who is enrolled or on the wait list, or 3) schedule make-up classes at an alternate time for all missed classes for that month. Please call the office should you have any questions at 415 759 5757.